

DLAI 4155.24
Encl 1
AR 702-7
SECNAVINST 4855.19
AFI 21-115

DLSC-LE

PRODUCT QUALITY DEFICIENCY REPORT PROGRAM
(Supplementation is permitted at all levels)

A. REFERENCES

1. DLAR 4155.24/AR702-7/SECNAVINST 4855.5A/AFR 74-6, PRODUCT QUALITY DEFICIENCY REPORT PROGRAM, 20 JUL 93, superseded.
2. DoD 4140.1-R, DoD Materiel Management Regulation, Jan 93.
3. DLAD 4155.24/AR 702-7/SECNAVINST 4855-19/AFI21-115, Product Quality Deficiency Report Program.

B. PURPOSE. This instruction, in conjunction with DLAD 4155.24/AR 702-7/SECNAVINST 4855.19/AFI 21-115:

1. Supersedes reference A1.
2. ~~Establishes~~ mandatory procedures for the reporting, processing, and investigation of product quality deficiency data.

c. APPLICABILITY AND SCOPE. This instruction is applicable to, and has been coordinated with, DLA, Army, Navy, Air Force, Marine Corps, and General Services Administration (GSA), hereafter referred to as the Components. The procedures herein are mandatory for the Components. All other DoD users of Component-provided supplies or contract administration services (e.g., National Security Agency, National Imagery and Mapping Agency, -Defense Communications Agency, U.S. Coast Guard) are encouraged to comply with this instruction for reporting of any product quality deficiencies.

D. DEFINITIONS . See Attachment 1 to DLAD 4155.24/AR702-7/SECNAVINST 4855.19/AFI 21-115, GLOSSARY OF TERMS.

E. PROCEDURES. This section provides the procedures to be followed: to process Product Quality Deficiency Reports by Report Originators, Originating Points, Screening Points, Action Points, Support Points; to screen defective materiel; to report items managed by GSA.

1. Report Originators will:

a. Prepare and forward PQDR information to their designated PQDR Originating Point on each Post, Camp, Station, Base, Ship, or Activity upon identification of defective materiel. If no designated PQDR Originating Point has been identified, the Originator shall perform the Originating Point's function.

b. Secure/Segregate all defective materiel/PQDR exhibits from all other materiel and classify defective materiel/PQDR exhibits in a suspended supply condition pending full implementation of supply condition code Q. As an exception, if the materiel is urgently needed, and the Originator determines that the deficiency does not affect the safe usage of the item, or the materiel is urgently needed and the originator is able to repair the item, the materiel may be used; however, the deficiency information must still be provided to the Originating Point, and a PQDR must still be reported giving full details of the repair.

c. Identify defective materiel/exhibits by completing and attaching to the materiel, a properly filled out DD Form 1575, Suspended Tag - Materiel, and DD Form 2332, Product Quality Deficiency Report Exhibit (Figure 1).

d. Deficiencies found at the Army retail level (Army installations/field activities) will be reported in accordance with DA Pam 738-750, The Army Maintenance Management System (TAMMS). Army Aircraft items will be reported in accordance with DA Pam 738-751, TAMMS-Aviation.

2. Originating Points shall:

a. Review the PQDR information for completeness, validity, and accuracy, and correct the information as necessary.

b. Close out and return the report to the Originator if it does not meet the PQDR reporting criteria in accordance with the directive.

c. Obtain necessary information and complete the PQDR form/format, considering the following:

(1) Assign a Report Control Number (RCN) to the PQDR. The RCN assigned to the PQDR by the component originating the report shall be the identifier in all subsequent communications processed by the participating components. Each report shall be identified by a unique alphanumeric control number, developed as follows: segment one (six places) is the DoDAAC of the originating DoD activity (reference DoD 4000.25-6-M, DoD Activity Address Directory (DoDAAD), parts I, II, and III.) . Segment two is the calendar year (two places) . Segment three is a sequential number starting with 0001 for each new calendar year (four places); e.g., F04606960001 for Air Force; W22G1G960001 for Army, N38010960001 for Navy or M38010960001 for Marine Corps.) If the manufacturer is originating the report, the first place should be filled with an alpha "O" followed by the applicable Commercial and Government Entity (CAGE) code, then the calendar year and sequential number (e.g., 053862960001) . The RCN shall not contain any hyphens or spaces.

~~(2) Determine the~~ amount of materiel that is defective and report the exact or suspected number of defective items in block 15c of the SF 368. Request the Installation Supply Support Activity (ISSA) identify any additional defective stock on hand.

(3) If available, include the original MILSTRIP requisition document number on all SF 368 for defective materiel. When the original document number cannot be determined, the screening point will assign a MILSTRIP document number.

(4) Identify that the PQDR is being processed as a credit request, replacement, repair, information only, or "other" in block 22 of the SF 368.

(5) When the address of the activity holding the exhibit is different from the PQDR Originator's address, enter the address and commercial telephone number of the exhibit holding activity in block 23. Provide the name of an individual in item 1b of the SF 368 report, with all phone numbers (commercial/DSN/FTS) , who can serve as a contact for questions.

(6) For warranted product, verify that the materiel failed within the contractually prescribed warranty conditions. For warranted product, the SF 368 shall be used to process deficient warranted materiel only when prescribed in Service warranty guidance. Whenever the form is used for warranty reporting, it must be applicable to product involving a contractually prescribed warranty.

PRODUCT QUALITY DEFICIENCY REPORT EXHIBIT			
1. REPORT CONTROL NUMBER	2. DATE (YYMMDD)		3. ORIGINATING ACTIVITY
4. NSN	5. PART NO.		6. SERIAL/ LOT/ BATCH NO.
7. CONTRACT NO.	8. QTY RCVD	9. QTY DEFICIENT	10. ITEM DESCRIPTION
11. COMPLAINT NARRATIVE - WHAT IS WRONG (Continue on reverse, if necessary)			
12. NAME (Last, First, Middle Initial)		13. PHONE (Include Area Code)	

DD Form 2332, 980224 DRAFT PREVIOUS EDITION MAY BE USED Designed using Performer, WHS/DIOR

PRODUCT QUALITY DEFICIENCY REPORT EXHIBIT	
14. SCREENING POINT/DEPOT	
15. DATE EXHIBIT RELEASED (YYYYMMDD)	16. EXHIBIT RELEASED TO
11. COMPLAINT NARRATIVE (Continued) and REMARKS	

DD Form 2332, (BACK), 980224 DRAFT

FIGURE 1

If applicable, the Originating Point shall assure defective warranted materiel is classified in a suspended supply condition code (pending full implementation of supply condition code W) and assure that the "remarks" block of the DD Form 1575, Suspended-Tag Materiel, and the DD Form 2332 tag, Product Quality Deficiency Exhibit, are appropriately completed to reflect the contract number, that the item is under warranty, and provide complete comments on any repair made. The SF 368, block 19, will also be completed to reflect the item is under warranty and comments on any repair made. If the product must be packaged for shipment, the originating point will mark the outside of the packaging container with "To Be Opened in the Presence of a Government Representative - PQDR Exhibit/Warranted Item."

(7) Attempt to complete all data elements on the SF 368 form. Add any additional information available. If data block does not apply, it is recommended to state "not applicable" (NA). Similarly, it is recommended that, if data block information is unknown, state as "unknown" (UNK). While completion of all data elements is desired, submittal of the PQDR should not be delayed because a block could not be filled out.

d. Submit a PQDR to the Originating Point's Service Screening Point within one day for a Category I Product Quality Deficiency Report (PQDR) and within three days for a Category II PQDR. The Originating Point shall report Category I and Category II PQDRs electronically, using: the DoD Deficiency Reporting System (DoD DRS) (when the DoD DRS becomes available); or SF 368, Product Quality Deficiency Report (form, message, electronic facsimile, E-Mail format). The SF 368 shall be used for Category II PQDRs when using other-than-electronic transmission. PQDRs, and all acknowledgments and further correspondence on the Category I PQDRs, shall be sent electronically when possible. When the urgency exists, Category I PQDRs may first be transmitted by oral communications but must be confirmed by E-Mail or message. When the Screening Point agrees, Category II PQDRs may first be transmitted by oral communications but must be confirmed in writing. As an exception, and when agreed upon by the two component headquarters involved, PQDRs may be submitted directly to the appropriate action point for investigation. Copies of the correspondence will be provided to the appropriate Service screening points for data collection and analysis. Interim and final investigative replies will flow from the Action Point, through the Screening Point, through the Originating Point, to the Originator. Forms/Formats for PQDRs are as follows:

- (1) SF 368, Product Quality Deficiency Report (sample at Figure 2).
- (2) PQDR Message and Electronic Mail Format (sample at Figure 3).

e. Provide supporting documentation to the Action Point as determined necessary. Copies of documents relating to the PQDR, which facilitate investigation of the report, should be submitted as follow-on supporting documentation. For example, the submission of objective quality evidence (such as photographs, test reports, or similar data as supporting documentation) is encouraged.

f. Handle exhibits as follows:

(1) The Originating point shall assure that exhibits to support the PQDR investigation are available, secured/segregated from all other materiel, identified with properly filled out tags, and in the proper condition code.

(2) Exhibit Holding Time. Exhibits shall be held 60 days by the originating point or until disposition instructions are received from an appropriate screening or action point. (Note: This 60 day requirement supersedes the requirement printed on the reverse of the SF 368.) If after 60 days, shipping or disposition instructions have not been received, a follow up may be conducted with the appropriate screening or action point. Exhibits shall not be repaired within the 60 day holding time unless critical mission requirements dictate. In such instances, action should be initiated to retain evidence of the deficiency through photographs, test reports, etc., that can be included with the PQDR.

(3) Exhibit shipping procedure: When requested by the Action Point, the originator (holding) point shall ship exhibits using Exception Material Release Orders (MROs) with a statement in block letters on the A5E "DEFECTIVE (or SUSPECTED DEFECTIVE) MATERIEL RETURNED - PQDR REPORT CONTROL NUMBER

PLACE IN CONDITION CODE L (pending implementation of condition code Q) UPON RECEIPT". Exhibits/defective materiel shall be shipped in condition code J (pending implementation of condition code Q) ,

(a) Packaging and Marking. ASTM 3951-95, entitled Standard Practice for Commercial Packaging, may be used for exhibit packaging guidance of exhibits. The tagged exhibit (DD Form 1575 and DD Form 2332) along with a copy of the related deficiency report shall be commercially packaged including necessary bracing and cushioning to assure safe delivery to the destination. The deficiency report shall identify the exhibit holding point, the name of a point of contact and both commercial and Government (DSN, FTS, etc.) phone numbers . MIL-STD-129, Marking for Shipment and Storage, should be used for marking exhibits. The outside of the package shall be clearly marked on one side "PQDR EXHIBIT/Report Control Number " and, when applicable, "Warranty Item. " Mark two other sides of the outside of the package in bold letters "PQDR EXHIBIT." When the exhibit is shipped to a contractor, the outside of the package shall also be marked "To Be Opened In The Presence Of A Government Representative. "

(b) Exhibit Shipping Priority Code. The shipment of an exhibit(s) from an originator (holding) point to a support point for the conduct of an investigation shall be: Category I PQDR exhibits will be shipped priority designator (PD) 03 (TP-1); Category II PQDR exhibits will be shipped priority designator (PD) 06 (TP-2). If specific shipping priority instructions are not provided for an exhibit to be returned after completion of an investigation then the priority code (PD) 09 (TP-3) shall be used. DoD 4140.1-R is applicable.

(c) Exhibit Transportation Costs. Unless otherwise provided, transportation costs for shipping an exhibit to the investigation point (e.g., contractor or other support point) will normally be the responsibility of the Government. Transportation costs for return of the exhibit will normally be requested "oT'the contractor or other support point when the exhibit is requested to perform an investigation.

g. The Originating Point shall receive screening point replies or final investigation replies and provide same to the originator.

h. Distribution of Electronic Mail Transmissions, Messages or SF 368(s) for reporting product quality deficiencies across component lines to Action Point(s) is the responsibility of the Screening Points. Originating Components must determine the appropriate Screening Point to receive the PQDR. Addresses, shown by Military Service or agency are provided in the following list. Action Point addresses can be determined from the Source of Supply (SOS)listed for the materiel in each Service's Management Data List (MDL). DLA maintains a listing of the integrated materiel management offices responsible for National Stock Numbers (NSNs) . Each Service is provided a periodic MDL listing of all NSNs used by that Service. Air Force creates the AF stock list, the Army, Navy, and Marine Corps use the MDL provided for their respective Services. Each Military Service or agency originating reports is responsible for making these basic determinations. Screening/Action points receiving PQDRs that are the responsibility of another Screening/Action point will forward the report to the correct addressee and send an information copy of the transmitted letter to the appropriate submitting activities. Action messages or SF(s) 368 reporting a quality deficiency condition will be forwarded across Component lines as indicated herein.

PRODUCT QUALITY DEFICIENCY REPORT

☐ CATEGORY I

☐ CATEGORY II

1a. FROM (Originator)				2a. TO (Screening point)			
1b. NAME, TELEPHONE NO. AND SIGNATURE			1 c. DATE	2b. NAME, TELEPHONE NO. AND SIGNATURE			2c. OATE
3. REPORT CONTROL NO.		4. DATE DEFICIENCY DISCOVERED		5. NATIONAL STOC NO. (NSN)		6. NOMENCLATURE	
7a. MANUFACTURER/CITY/STATE			7b. MFRS. CODE		7c. SHIPPER/CITY/STATE		8. MFRS. PART NO.
9. SERIAL/LOT/BATCH NO.		10a. CONTRACT NO.		10b. PURCHASE ORDER NO.		10c. REQUISITION NO.	
						10d. GBL NO.	
11. ITEM <input type="checkbox"/> NEW <input type="checkbox"/> REPAIRED/ OVERHAULED		12. DATE RECD., MFRD., RE- PAIRED, OR OVERHAULED		13. OPERATING TIME AT FAILURE		14. GOVERNMENT FURNISHED MATERIAL <input type="checkbox"/> YES <input type="checkbox"/> NO	
15. QUANTITY		a. RECEIVED		b. INSPECTED		c. DEFICIENT	
						d. IN STOCK	
16. DEFICIENT ITEM WORKS ON/WITH		a. END ITEM (Aircraft, morrowear, etc.) b. NEXT HIGHER ASSEMBLY		(1) TYPE/MODEL/SERIES			
				(2) SERIAL NO.			
				(1) NATIONAL STOCK NO. (NSN)		(2) NOMENCLATURE	
				(3) PART NO		(4) SERIAL NO	
17. UNIT COST \$		18. ESTIMATED REPAIR COST \$		19a. ITEM UNDER WARRANTY <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN		19b. EXPIRATION DATE	

20. WORK UNIT CODE/EIC (Navy and Air Force Only.)

21. ACTION/DISPOSITION							
<input type="checkbox"/> HOLDING EXHIBIT FOR _____ DAYS		<input type="checkbox"/> RELEASED FOR INVESTIGATION		<input type="checkbox"/> RETURNED TO STOCK		<input type="checkbox"/> DISPOSED OF	
						<input type="checkbox"/> REPAIRED <input type="checkbox"/> OTHER (Explain in Item 22)	

22. DETAILS (Describe, to best ability, what is wrong, how and why, circumstances prior to difficulty, description of difficulty, cause, action taken, including disposition, recommendations. Attach copies of supporting documents. Continue on separate sheet if necessary.)

23. LOCATION OF DEFICIENT MATERIAL

24a. TO (Action Point)				25a. TO (Support Point] (Use Items 26 and 27 if more than one)			
24b. NAME, TELEPHONE NO. AND SIGNATURE			24c. DATE	25b. NAME, TELEPHONE NO. AND SIGNATURE			25c. DATE
26a. TO (Support Team)				27a. TO (Screening point]			
26b. NAME, TELEPHONE NO. AND SIGNATURE			26c. DATE	27b. NAME, TELEPHONE NO. AND SIGNATURE			27c. DATE

28. FINDINGS AND RECOMMENDATIONS OF INVESTIGATION. (Explain in detail. Continue on a separate sheet of paper, if necessary.)

29. ACTION TAKEN

30. RESULTS OF DEPOT SURVEILLANCE

INSTRUCTIONS

1a. FROM (Originator) - Complete name of activity (no acronyms when sending deficiency report across component lines), activity address code (ACC), address including zip code of the activity originating the report.

1b. NAME, TELEPHONE NO., AND SIGNATURE - Provide name, telephone no., (include all available telephone numbers: FTS; Autovon, and commercial) and signature of an individual who can serve as a contact for questions regarding the report and/or to request exhibits or samples.

1c. DATE Enter date report was signed and forwarded to the screening or action point.

2a. TO (Screening Point) - The originating point will complete name of the screening point activity (no acronyms when deficiency report will be sent across component lines), the activity address code (AAC, address including zip code of the screening point where the report needs to be sent by the originator's activity, For those activities that do not have screening points, leave blank,

2c. DATE Enter the date the person finished processing the report at the screening point,

3. REPORT CONTROL NUMBER Number assigned to report when a numbering system is used. Those activities which are reporting quality deficiencies across component lines and are to comply with the DLA Regulation 4155.24 should reference the report control number as prescribed in the regulation.

7a. MANUFACTURER/CITY/STATE Name of the manufacturer, the maintenance contractor, or Government activity which last repaired or overhauled the deficient item. For motor vehicles or components thereof, enter name of manufacturer of the vehicle or component, as appropriate.

7b. MANUFACTURER'S CODE - Code of the manufacturer as listed in Cataloging Handbook H4. 1 (Name to code), Federal Supply Code for Manufacturers (United States and Canada).

7c. SHIPPER/CITY/STATE - When the shipper of an item is different from the manufacturer, also include the shipper's or supplier's name.

9. SERIAL/LOT/BATCH NO. - Manufacturer's serial, lot or batch number of deficient item as applicable.

10. CONTRACT, PURCHASE ORDER; REQUISITION; GOVERNMENT BILL OF LADING (GBL) NO. - Enter these numbers or any other available transportation document number in lieu of the GBL. Such numbers appear on the container, purchase document and/or the item. It is extremely helpful if these items are furnished when the material was supplied by GSA.

11. ITEM Check the appropriate block; provide the dates manufactured and received in Block 12, if available.

13. OPERATING TIME AT FAILURE Time item had been in operation since new, overhauled, or repaired when the deficiency was discovered, citing the appropriate Performance element (miles, cycles, hours, etc.).

15c. QUANTITY DEFICIENT - Enter the quantity found deficient of those inspected.

15d. QUANTITY IN STOCK - Enter the quantity of material from the same manufacturer remaining in stock.

17. UNIT COST Dollar value of the deficient item when known. Not applicable on reporting vehicles to GSA.

18. ESTIMATED REPAIR COST Unit cost times number of units for replacement or estimated repair costs (including overhead) times number of units for correcting all the deficient items reported when it can readily be determined. Not applicable on reporting vehicles to GSA.

19. ITEM UNDER WARRANTY - Check if item is known to be covered by contractor warranty. If yes, provide expiration date.

21. ACTION/DISPOSITION A check in the appropriate block to indicate the action taken or requested. When an exhibit or sample is being held, indicate the number of days in the space provided. (An exhibit or sample shall be held for a minimum of 30 calendar days from the date the report is transmitted to the action point. Reporting activities are reminded that the packaging, packing and shipping and shipping containers are to be held along with the exhibits to facilitate investigation.) When none of the items indicate the actions or disposition taken or requested, check "Other" and identify the nature of the action taken or requested in item 22,

23. LOCATION OF DEFICIENT MATERIAL Address and location of deficient material.

24a. TO (Action Point) Name, in the clear address, including zip code of the action point to which the report is being submitted.

24c. DATE Enter the date the report was forwarded to an action point or the date the findings and recommendations were completed.

2B. FINDINGS AND RECOMMENDATIONS OF INVESTIGATION - Include the findings and recommendations for resolution of complaint,

29. ACTION TAKEN - State the action taken to resolve the complaint.

30. RESULTS OF DEPOT SURVEILLANCE - Show results of depot surveillance and planned action (i. e., replacement or repair by contractor, disposal, issue, etc.)

Sample PQDR Message (Format)

PRIORITY OR ROUTINE

1. FM: NAVAIRSYSCOM QADSEC WASHINGTON DC

2. TO: OO-ALC HILL AFB UT//PMDAQ//

INFO: NAVAVNDEPOT NORFOLK VA

CLASSIFICATION:

SUBJECT: PRODUCT QUALITY DEFICIENCY REPORT

3. REPORT CONTROL NUMBER AND CATEGORY: N65887960001, CATEGORY I

4. DATE DEFICIENCY DISCOVERED: 15 Jul 96

5. NATIONAL STOCK NUMBER: 1650002954672

6. NOMENCLATURE: IMPELLER, PUMP, HYDRAULIC, CONTROL

7.A. MANUFACTURER/CITY/STATE: GENERAL MECHANICS, AKRON, OHIO 44309

B. MFRS CODE: 53121

c. SHIPPER/CITY/STATE: (Identify shipper if different from manufacturer when -known..) =.

8. MANUFACTURER'S PART NUMBER: P/N IMP 693

9. SERIAL/LOT/BATCH NUMBER: SN 1359B

10.A. CONTRACT NO: F4160893C0082

B. PURCHASE ORDER NO: PO 7593

c. REQUISITION NO: N68693-9323-0001

D. GBL NO: C1771161

11. NEW OR OVERHAULED: NEW

12. DATE RECD, MFRD, REPAIRED, OR OVERHAULED: N/A

13. OPERATING TIME AT FAILURE: 42 HOURS (from time item entered operational service as a new or overhauled item to time the deficiency was discovered)

See Joint Telecommunications Directives (AR 105-32, USN PLAD 1, AFR 10-4 USMCEB Pub 6, ACP 117, paragraph 12D) for correct message format.

14. GOVERNMENT-FURNISHED MATERIEL: NO (was item provided to a contractor as GFP)

15. QUANTITY:

A. RECEIVED: TWO

B. INSPECTED: TWO

c. DEFICIENT: ONE

- D. ITEM IN STOCK AT ACTIVITY: ONE (Quantity shall be a count of each individual item disregarding unit of issue.)
16. DEFICIENT ITEM WORKS ON/WITH:
- A. END ITEM: ENGINE/A-7E
- (1) TYPE/MODEL/SERIES :
 - (2) SERIAL NO:
- B. NEXT HIGHER ASSEMBLY: TF-41-2
- (1) NSN:
 - (2) NOMENCLATURE :
 - (3) PART NO:
 - (4) SERIAL NO:
17. UNIT COST: \$180
18. ESTIMATED REPAIR COST: \$300
- 19.A. ITEM UNDER WARRANTY: NO (Is the item covered by a contract warranty?)
- B. EXPIRATION DATE:
20. WORK UNIT CODE/EIC (Navy and Air Force Only): 00136
21. ACTION/DISPOSITION: HOLDING EXHIBIT 60 DAYS OR UNTIL (ENTER DATE) .
(Indicate disposition: e.g., credit, replacement, repair, information only, or other, and, if exhibit is being held, time to be held.)
22. DETAILS: ITEM FAILED DURING ENGINE RUNUP, IMPELLER SEPARATED FROM SHAFT. LCDR JOHN DOE, DSN 690-3544, COMMERCIAL AREA CODE 202-635-8735, MAY BE CONTACTED AS NECESSARY CONCERNING THIS REPORT. ATTN : CODE 214, NORFOLK, VA 23411. (Concise statement of what is wrong. Include the name, rank, and commercial/DSN telephone number of an individual who may be contacted for additional information and/or to request exhibit/sample.)
23. LOCATION OF DEFICIENT MATERIEL:

(1) Addresses for reporting PQDRs are provided in the following list. These addresses were current as of the publication date of this document. Current addresses may be obtained through the INTERNET at <http://www.deskbook.osd.mil> or by contacting HQ DLA, DLSC-LEQ.

(2) Reporting Product Quality Deficiencies to the Army.

(a) Items managed or procured by Army and determined to be defective by other Services or agencies will be reported to the Army action points identified in the Army Management Data List.

(b) Army personnel will report deficiencies, except for Army aircraft items, in accordance with DA Pam 738-750, The Army Maintenance Management System (TAMMS). Army Aircraft items will be reported in accordance with DA Pam 738-751, TAMMS-Aviation.

(c) Exceptions: When the source of supply (SOS) specifies the General Materiel Petroleum Activity or the U.S. Army Support Activity, the PQDR should be sent to the U.S. Army **Aviation and Missile Command (AMCOM)**. When the SOS specifies the U.S. Army Communications Research and Development Command or the U. S. Army Communications Security Logistics Agency, the PQDR should be sent to U. S. Army Communication Electronics Command (CECOM). When the SOS specifies the **Defense Supply Center Philadelphia (DSCP)**, or the Inventory Control Point is S9T, the PQDR should be sent to the Defense Logistics Agency, Defense Supply Center Philadelphia (See DLA addresses.)

(d) Category I PQDRs will be sent by message format to the applicable action points below with an information copy to CDR AMC ALEXANDRIA VA//AMCRDA-AI //. Category II PQDRs will be addressed to the applicable Screening/Action Point below:

MESSAGE/E-MAIL ADDRESS

CDRARDEC ROCK ISLAND IL//AMSTA-
AR-QAW-A(R) //

qawqdrs@ria-emhl .army.mil

CDRCECOM FT MONMOUTH NJ//
AMSEL-LC-LEO-D-CS-CFO//

cfo@cecom2.monmouth.army.mil

CDRAMCOM REDSTONE ARSENAL AL
//AMSAM-MMC-RE-FD//

cfo@redstone.army.mil

CRDSSCOM NATICK MA //AMSSC-ADO//

hormsbee@natick-amado2 army.mil

MESSAGE/E-MAIL ADDRESS

CDRTACOM WARREN MI//AMSTA-TR-E/MPA//

tacomdrs@octagon.tacom.army.mil

ACTIVITY ADDRESS/TELEPHONE

U.S. ARMY ARMAMENT RESEARCH
DEVELOPMENT AND ENGINEERING
CENTER (AMSTA-AR-QAW-A(R))
ROCK ISLAND, IL 61299-7300
(309) 782-6764/DSN 793-6764
FAX : **DSN 793-6653**
DODAAC: W4MK15

U.S. ARMY COMMUNICATIONS
ELECTRONICS COMMAND
(AMSEL-LC-LEO-D-CS-CFO)
FT. MONMOUTH, NJ 07703-5023
(732) 532-3808/DSN 992-3808
FAX : DSN 992-1413
DODAAC: w1 5p 6z

U.S. ARMY AVIATION and MISSILE
COMMAND

(AMSAM-MMC-RE-FD)
REDSTONE ARSENAL, AL 35898-5230
(205) 313-1658/DSN 897-1658
FAX : **DSN 746-4904**
DODAAC: W81D17

U.S. ARMY SOLDIER SYSTEMS COMMAND
(AMSSC-ADO)

14 KANSAS St.
NATICK MA 01760-5011
(508) 233-5043/DSN 256-5043
FAX : DSN 256-5286
DODDAC: W13607

ACTIVITY ADDRESS/TELEPHONE

U.S. ARMY TANK-AUTOMOTIVE
AND ARMAMENTS COMMAND
(AMSTA-TR-E/MPA)

WARREN , MI 48397-5000
(810) 574-5422/DSN 786-5422
FAX : DSN 786-6637
DODAAC: W81D19

(e) Deficiencies in ammunition (other than malfunction) shall be sent to :

MESSAGE/E-MAIL ADDRESS
CDRIO ROCK ISLAND IL//AMSIO-QAO//

dbrown1@ria-emh2.army.mil

ACTIVITY ADDRESS/TELEPHONE
u. S. Army INDUSTRIAL OPERATIONS
COMMAND (AMSIO-QAO)
Rock Island, IL 61299-6000
(309) 782-3761/DSN 793-3761
FAX: DSN 793-3056
DODAAC: W52P1J

(f) If the action point cannot be determined, the report shall be sent to the following address where proper routing will be accomplished:

MESSAGE/E-MAIL ADDRESS
CDRAMC ALEXANDRIA VA/AMCRDA-AI//

sgoldstein@alexandria-emh1.army.mil

ACTIVITY ADDRESS/TELEPHONE
'U.S. ARMY MATERIEL COMMAND
(AMCRDA-AI)
5001 Eisenhower Ave.
Alexandria, VA 22333-5000

(3) Reporting Product Quality Deficiencies in the Navy. Send PQDRs to the applicable address below:

(a) For Air-Launched missiles, bombs, guns, ammunition, and related handling equipment:

MESSAGE/E-MAIL ADDRESS
NAVAIRWARCENWPNDIV PT MUGU CA//
321200E//

sandovd@mugu.navy.mil

ACTIVITY ADDRESS/TELEPHONE
NAVAL AIR WARFARE CENTER
WEAPONS DIVISION
ATTN: CODE 321200E
PT. MUGU, CA 93042-5001
(805) 484-6299/DSN 351-6299
FAX : (805) 484-6742/DSN 351-6742
DODAAC: N63126

(b) For items which are used in aircraft operations (includes aircraft, avionics, and related ground support equipment but not air-launched missiles and ordnance) :

MESSAGE/E-MAIL ADDRESS
NAVAIRSYSCOM WASHINGTON DC//4.1.9//

clarknm.ntrprs@navair.navy.mil

ACTIVITY ADDRESS/TELEPHONE
COMMANDER NAVAL AIR SYSTEMS
COMMAND
ATTN: AIR 4.1.9
Manufacturing & Engineering Div.
Bldg. 3197 Suite B
48142 Shaw Rd. Unit 5
Patuxent River, MD 20670-1906
(301) 757-2340 DSN 757-2430
FAX : (301) 757-2464
DODAAC: N00019

(C) All other reports (including reports on materiel procured/managed by Naval Sea Systems Command, Naval Supply Systems Command, Naval Facilities Command, and Space and Warfare Systems Command) will be forwarded to NAVICP-Mechanicsburg who has been designated as a central distribution center with responsibility for routing the report to the proper screening and action points :

MESSAGE/E-MAIL ADDRESS
NAVICP MECHANICSBURG PA//10422//

ACTIVITY ADDRESS/TELEPHONE
COMMANDER, NAVAL INVENTORY

QDRMECH@icpmach.navy.mil

SALT: NAVICP-M CODE 10422 "SCQ"

CONTROL POINT-MECHANICSBURG
Code 10422
5450 Carlisle Pike PO BOX 2020
MECHANICSBURG, PA 17055-0788
(717) 790-2319/DSN 430-2319
FAX: (717) 790-2372/DSN 430-2372
DODAAC: NOO104

(4) Reporting Product Quality Deficiencies to the Air Force

(a) For all PQDRs prime at Oklahoma City ALC:

MESSAGE/E-MAIL ADDRESS

OC-ALC TINKER AFB OK//TICLA//

cclanton@ocdis01.tinker.af.mil

ACTIVITY ADDRESS/TELEPHONE

OKLAHOMA CITY ALC (OC-ALC/TICLA)
3001 Staff Dr 1AE1-101A
Tinker AFB, OK 73145-3036
(405) 736-2777/DSN 336-2777
FAX: DSN 336-3488
DoDAAC: FY2030

(b) For all PQDRs prime at Ogden ALC:

MESSAGE/E-MAIL ADDRESS

OO-ALC HILL AFB UT//QI//

ACTIVITY ADDRESS/TELEPHONE

OGDEN ALC (OO-ALC/QI)
6038 Aspen Ave. (1289)
Hill AFB, UT 84056-5805
(801) 777-8426/DSN 458-8426
FAX: DSN 777-8498
DoDAAC: FY2020

(c) For all PQDRs prime at San Antonio ALC:

MESSAGE/E-MAIL ADDRESS

SA-ALC KELLY AFB TX//LDCQ//

alexandjp.ase.wpafb.af.mil

ACTIVITY ADDRESS/TELEPHONE

SAN ANTONIO ALC (SAALC/LDCQ)
485 Quentin-Roosevelt Rd
Kelly AFB, TX 78241-6424
(512) 925-6358/DSN 945-6358
FAX: DSN 945-2432
DoDAAC: FB2059

(d) For all PQDRs prime at Sacramento ALC:

MESSAGE/E-MAIL ADDRESS

SM-ALC MCCLELLAN AFB CA//LIIAD//

gentrysg@ase.wpafb.af.mil

ACTIVITY ADDRESS/TELEPHONE

SACRAMENTO ALC (SM-ALC/LIIAD)
5029 Dudley Blvd.
McClellan AFB, CA 95652-1095
(916) 643-4355/DSN 633-4355
FAX: DSN 633-3224

(e) For all PQDRs prime at Warner Robins ALC:

MESSAGE/E-MAIL ADDRESS

78TH ABW ROBINS AFB GA//LGSPS//

sgill@wrdiss1.robins.af.mil

ACTIVITY ADDRESS/TELEPHONE

78TH ABW/LGSPS
375 Perry St.
Robins AFB, GA 31098-1863
(912) 926-5962/DSN 468-5962
FAX: DSN 468-4729
DoDAAC: FY2060

(f) For all PQDRs on Federal Stock groups 59 and 60 and Federal Supply Class 6145 (6145 items source coded S9E, S9G, S9I should be sent to the Defense Logistics Agency (DLA)) :

MESSAGE/E-MAIL ADDRESS

88LOG WRIGHT PATTERSON AFB OH//LGMEP//

ACTIVITY ADDRESS/TELEPHONE

88LOG/LGMEP
Bldg 280 Door 4

maynarga@ase.wpafb .af.mil

4170 Hebble Creek Road
Wright Patterson AFB, OH 45433-5653
(937) 656-2569/DSN 986-2569
FAX : (937) 656-2662

(g) If the applicable SOS/action point cannot be determined, the report will be sent to the following address where proper routing will be accomplished:

MESSAGE/E-MAIL ADDRESS

HQ AFMC WRIGHT-PATTERSON AFB OH/ENBP//

rkemp@gatel .wpafb.af.mil

ACTIVITY ADDRESS/TELEPHONE

HQ AFMC/ENBP
4375 Chidlaw Rd, Suite 6
Wright-Patterson AFB, OH
45433-5006
(513) 257-6021/DSN 787-6021
FAX : (513) 257-0841/DSN 787-0841

(5) Reporting Product Quality Deficiencies to the Marine Corps

MESSAGE/E-MAIL ADDRESS

COMMARCORLOGBASES ALBANY GA//CODE G316-1//

mbp@ala.usmc.mil

ACTIVITY ADDRESS/TELEPHONE

COMMANDER (Code G316-1)
MARINE CORPS LOGISTICS BASES
814 RADFORD BLVD.
ALBANY, GA 31704-1128
(912) 439-5291/DSN 567-5291
FAX : (912) 439-5631/DSN 567-5631

(6) Reporting Product Quality Deficiencies to DLA

(a) For Clothing and Textile items managed/procured by Defense Supply Center Philadelphia:

MESSAGE/E-MAIL ADDRESS

DSCP PHILADELPHIA PA//DSCP-FOCR//

paa2519@dscp. dla.mil

ACTIVITY ADDRESS/TELEPHONE

COMMANDER, DEFENSE SUPPLY
CENTER PHILADELPHIA
ATTN : **DSCP-FOCR**
2800 SOUTH 20th STREET
PHILADELPHIA, PA 19145-8419
(215) 737-3014/DSN 444-3014
FAX : (215) 737-3806

(b) For Medical Devices, Medical Equipment, and Drugs managed/procured by Defense Support Center Philadelphia:

MESSAGE/E-MAIL ADDRESS

DSCP PHILADELPHIA PA//DPSC-MRCM//

paa3272@dscp .dla.mil

ACTIVITY ADDRESS/TELEPHONE

COMMANDER, DEFENSE SUPPLY
CENTER PHILADELPHIA
ATTN : **DSCP-MRCM**
2800 SOUTH 20th STREET
PHILADELPHIA, PA 19145-5099
(215) 737-5781/DSN 444-5781
FAX : (215) 737-8005

(c) For Subsistence items managed/procured by Defense Supply Center Philadelphia) :

MESSAGE/E-MAIL ADDRESS

DSCPPHILADELPHIA PA//DSCP/HS//

paa5040@dscp. dla.mil

ACTIVITY ADDRESS/TELEPHONE

COMMANDER, DEFENSE SUPPLY
CENTER PHILADELPHIA
ATTN : **DSCP-HS**
2800 SOUTH 20th STREET
PHILADELPHIA, PA 19145-5099
(215) 737-4209/DSN 444-4209
FAX : (215) 737-7526

(e) 'i' or bulk, and non bulk, fuel/oil products (JP8, JP5, JP4, F76, FSII, and Lube Oils:

MESSAGE/E-MAIL ADDRESS
DESC CAMERON STATION VA//DESC-BQ//

loppenheim@desc.dla.mil

ACTIVITY ADDRESS/TELEPHONE
COMMANDER, DEFENSE ENERGY SUPPLY
CENTER
ATTN: DESC-BQ
8725 John J Kingman Rd., STE 4950
FT. BELVOIR, VA 22060-6222
(703) 767-8742/DSN 427-8742
FAX : (703) 767-8747

(f) For other items managed/procured by Defense Logistics Agency Supply Centers:

MESSAGE/E-MAIL ADDRESS
DSCC COLUMBUS OH//DSCC-NCBB//

rods@dscc.dla.mil

ACTIVITY ADDRESS/TELEPHONE
COMMANDER, DEFENSE SUPPLY
CENTER - COLUMBUS
ATTN : DSCC-NCBB
P. o. BOX 3990
COLUMBUS, OH 43216-5000
(614) 692-2089/DSN 850-2089
FAX : (614) 692-4179

MESSAGE/E-MAIL ADDRESS
DSCR RICHMOND VA//DSCR-RZA//

gqr7000@dgsc.dla.mil

ACTIVITY ADDRESS/TELEPHONE
COMMANDER, DEFENSE SUPPLY
CENTER - RICHMOND
ATTN : DSCR-RZA
8000 Jefferson Davis Highway
RICHMOND, VA 23297-5513
(804) 279-4576/DSN 695-4576
FAX : (804) 279-6608

MESSAGE/E-MAIL ADDRESS
DISC PHILADELPHIA PA//DISC-PODM//

hvanderpool@disc.dla.mil

ACTIVITY ADDRESS/TELEPHONE
COMMANDER, DEFENSE INDUSTRIAL
SUPPLY CENTER
ATTN : DISC-PODM
700 ROBBINS AVENUE
PHILADELPHIA, PA 19111-5096
(215) 697-1415/DSN: 442-1415
FAX : (215) 697-5029

NOTE : Telephone notification of category I deficiencies can only be received during normal duty hours.

(7) Reporting Product Quality Deficiencies to the National Security Agency:

MESSAGE/E-MAIL ADDRESS
DIR NSA

ACTIVITY ADDRESS/TELEPHONE
DIRECTOR, NATIONAL SECURITY
AGENCY Ft. Meade, MD
ATTN : L111
9800 SAVAGE ROAD
FT. GEORGE G. MEADE, MD 20755

(8) Reporting Product Quality Deficiencies to the General Services Administration:

INTERNET ADDRESS
rodsm.ncsc@gsa.gov

ACTIVITY ADDRESS/TELEPHONE
General Services Administration
National Customer Service Center(6FR)
1500 East Bannister Road
Kansas City, MO 64131-3088
(816) 926-1416/DSN: 465-1416
Toll Free 800-488-3111
FAX : 816-926-6952

(9) Reporting of Product Quality Deficiencies to Contract Administration Service Components. Contract Administration organizations responsible for

SCREENING CRITERIA

CONDITION	ACTION
o Inadequate information on form	Enter data from local/in-house sources or contact originator ASAP to obtain required information.
0 Incorrect category classification	Upgrade or downgrade category classification as appropriate - provide justification/explanation to originator. Category I classifications will not be used to expedite receipt of replacement part(s) .
0 Investigation already in progress from prior report	Provide action/support point with additional information including quantities requiring instruction.
0 Investigation on same problem just completed	Provide action/support point any additional information and request disposition instructions for additional quantity.
0 Item damaged by user	Treat PQDR as invalid-terminate PQDR.
0 No exhibit available	Check available stock for like deficiencies and/or check with originator to see if any additional data is available to confirm the defect. Recommend to Action Point that PQDR be classified as information only unless specific detailed narrative is available for use by the investigator.
0 Deficiency encountered on materiel delivered on contracts which records are no longer available	Process PQDR for possible investigation and screening of assets.
o Deficiency involves premature failure (other than new or newly overhauled product)	If considered to be a design problem, forward to Action Point for processing to appropriate support point for engineering investigation and corrective action.
0 Noncontractor responsible deficiency	Process to Action Point with recommendation as to where investigation and correction action should be directed.
o Involves warranted materiel	Treat all PQDRs on warranted product as action unless other instructions exist in the contract.
0 Improper storage	When storage problem was at a depot and not a field activity, forward to Materiel/Item Manager for action. When storage damage by user, terminate the PQDR.
0 Item fails-normal wear and tear or after expected life	Treat PQDR as invalid and terminate.

FIGURE 4

DISPOSITION AND SHIPPING OF EXHIBITS

ORIGINATOR ORIGINATING POINT	SCREENING POINT	ACTION POINT	SUPPORT POINT
<p>Tag exhibit with DD Form 1575 and DD Form 2332.</p> <p>Hold exhibit until disposition instructions received. Follow-up to appropriate Screening or Action Point after 60 days .</p> <p>After receipt of shipping authority, ship exhibit to Action or Support point: category I exhibits within 3 days; category II exhibits within 6 days.</p> <p>Notify Screening/ Action point of shipment.</p>	<p>When exhibit is requested by Action Point conducting an independent investigation, provide shipping instructions to Originating Point (Cat I-5 days max; Cat II-10 days max) . Provide exhibit disposition instructions to Originating Point if PQDR is terminated or exhibit is unnecessary (10 day max) .</p> <p>Provide exhibit disposition instructions to Originating Point if Action Point terminates PQDR or determines exhibit is unnecessary.</p> <p>When exhibit is requested by Support Point and the shipping instructions are forwarded by the Action Point, provide instructions to the Originating Point (3 days max) .</p>	<p>When Action Point conducts an independent investigation and exhibit is required, request exhibit within 15 days (where applicable) after receipt of PQDR from the Screening Point or, if authorized, directly from the Originating (Holding) Point.</p> <p>Provide exhibit disposition instructions to Screening Point or Originator, as applicable, if PQDR is terminated or unnecessary (10 days max) .</p> <p>When exhibit is requested by Support Point, provide shipping instructions to Screening Point, or Originator, as applicable, (Cat I-5 days max; Cat II - 10 days max) and concurrently provide disposition instruction to Support Point for the exhibit after completion of the investigation.</p>	<p>Request exhibit from Action Point, or, if authorized, directly from the Originating/ Holding point within 7 days after receipt of PQDR, if required for the investigation.</p> <p>Notify Action Point within 10 days of exhibit receipt and exhibit disposition.</p> <p>Initiate action to dispose of exhibit after final investigation reply is sent to Action Point.</p>

NOTE : All times are calendar days.

FIGURE 5

inspection and/or acceptance of product are listed in DLAH 4105.4, DoD Directory of Contract Administration Service Components.

3. Screening Product Quality Deficiencies. Each Component shall establish Screening Points for Originators/Originating Points, within their Component, to send deficiency reports. These Screening Points will be the Point of Contact and liaison between the Originators/Originating Points and the Action Points. Screening Points will:

a. Acknowledge receipt of PQDRs to originating points within 1 day for a Category I PQDR and 10 days for a Category II PQDR.

b. Review PQDRs for validity (within the scope of this document), e.g., proper categorization, correctness of entries, accuracy, and completion of information addresses. Assure the CAGE Code is present, when available, and verify the RCN for correct DoDAAC and format. Obtain correct or missing information from the originator, utilizing telephone or electronic messages, whenever possible.

c. Close out the PQDR and return it to the Originating Point if it is determined to be invalid IAW criteria set forth in this document.

d. Determine and take additional screening actions as needed, such as consolidating reports and obtaining additional information about the deficiency or the item. (See figure 4 for screening criteria.)

e. When the original MILSTRIP document number cannot be determined, assign a MILSTRIP document number, constructed as follows: the originator's DoDAAC for the first six positions, the current Julian date (YDDD) for the next four positions, and a four-position serial number beginning with "U." An example of a constructed document number is F53121 2175 U001. In addition, when the original document number is not included, the screening point will include the DoDAAC of the office to receive credit and the fund code (refer to MILSBILLS fund code supplement DoD 4000.25-7-M-s-1) indicating the funds to credit.

f. Determine the proper Action Point within or outside of the Component and assure that the PQDR is forwarded to that Action Point within 1 day for a Category I PQDR and 10 days for a Category II PQDR.

g. Submit the PQDR to the Action Point (or other addressees as directed by the Action Point), within one day for a Category I PQDR and within 10 days for a Category II PQDR. The Screening Point shall report Category I and Category II Product Quality Deficiency Reports (PQDRs) electronically, using the DoD Deficiency Reporting System (DoD DRS) or SF 368, Product Quality Deficiency Report (form, message, electronic facsimile, E-Mail format or other electronic transmission methods (i.e., SALTS or Transaction Set 842 per DoD 4000.25-M)). The SF 368 shall be used for Category II PQDRs when using other than electronic transmission. All acknowledgments and further correspondence on the Category I PQDRs shall be sent electronically when possible.

h. Maintain an audit trail for each PQDR and a PQDR data base containing data on the original report, results of the investigation and, if used, a PQDR Summary Code developed in accordance with supplementing instructions. (When available, DoD DRS may be used for this purpose) .

i. Assist Action and Support Points to obtain exhibits upon request (See Figure 5) .

j. Receive and review correspondence from the Action Point. Send Interim replies to the Originating Point as received from the Action Point.

k. Receive and review closeout responses from Action Points. Review final investigation report and/or closeout action for completeness and adequacy. If investigation, corrective action, or actions taken to preclude recurrence is inadequate, take appropriate action to resolve differences with the Action

point to determine what should be done with the materiel.

1. Provide responses to Originating point, or other Service/Agency Screening Point if PQDR was received across component lines, within 3 days after receipt of PQDR response from the Action Point for a Category I PQDR and 10 days for a Category II PQDR. When disposition instructions are received, assure that the materiel is reclassified to appropriate condition codes.

4. Action Point Investigation and Resolution of Product Quality Deficiencies . Each Component shall establish Action Points to resolve deficiencies . Action Points are responsible to investigate and request appropriate Support Points to investigate reported product deficiencies for cause, obtain test and investigation results, and initiate associated corrective and preventive actions for both contractor and Government attributable product quality deficiencies. Action Points will:

a. Receive PQDRs from Screening Points and acknowledge receipt to the Screening Point within 1 day for a Category I PQDR and 10 days for a Category II PQDR. Closeout and return the report to the screening point if the PQDR is determined to be invalid.

b. Provide initial disposition instructions to the Screening Point for materiel being held (i.e., in a suspended supply condition code) by the Originator/Originating point, and at all other points where there is defective materiel. Take action to assure that all materiel is reclassified as soon as possible. Information copies of Category I reports may be submitted by the Action Point to Screening Points of known users, as necessary, to alert them to the problem.

---- . -

c. Determine if the same deficiency is currently under investigation or has been resolved because of a previous report. If this situation does exist, a new investigation will not normally be initiated. The current or previous investigation results may be used to reply to the Originator. A copy of the additional PQDR will be forwarded to the responsible Support Point for informational purposes and the contractor's position relative to repair/replacement of any additional defective materiel reported.

d. Conduct an independent PQDR investigation or determine the need for investigation by a Support Point, e.g., Contract Administration Office, Engineering Support Activity, Contracting, Supply Office, etc. Transmittal of an action request will include a copy of the PQDR, a statement of the support required and the pertinent background data which may be helpful in the investigation effort. Request the Support Point to provide the Action Point with investigation replies and details of corrective and preventive action, taken or planned, within 20 days for Category I; and 30 days for Category II PQDRs without exhibits. If an action request is not deemed appropriate, ensure that an information-only copy of the PQDR on source inspected products is provided to the appropriate Support Point for their awareness, locally determined use, and quality history records. Prior to release of an action request, screen the PQDR to assure all available or obtainable entries are complete and accurate and that the category assigned is correct. Combine multiple PQDRs for the same product and deficiency into one report when possible prior to forwarding to a Support Point. Make necessary changes, corrections, and additions before transmittal. Components may utilize DLAH 4105.4, DoD Directory of Contract Administration Services Components, to determine the proper Support Point.

(1) Assist the Support Point to obtain exhibits (See Figure 5).

(2) Monitor Support Point investigations. Prepare follow up request if an investigation reply is not adequate to close out the PQDR within the specified time or an interim reply has not been received denoting the expected completion date.

(3) Receive and review each investigation reply from a Support Point for completeness and adequacy. If corrective action is inadequate, take appropriate action to resolve differences.

(4) Provide disposition instructions to the Support Point for exhibits. Assure all disposition instructions relative to exhibits are accomplished using

electronic mail, message processes or the DoD DRS (when the DoD DRS becomes available) . Supply due-in records and materiel accountability in accordance with DoD 4000.25-2-M are applicable whenever materiel is directed for movement.

e. During investigation of the PQDR, determine the scope of the deficiency (e.g., what other materiel, in addition to the reported quantity, is defective) by initiating screening actions and Support Point investigations as necessary.

(1) If it is suspected that similar defective items are present in another Service's stock, contact the appropriate Materiel Screening Point(s) for assistance in determining the quantity defective.

(2) Inform the Support Point of any increases/decreases in number of defective items.

(3) As appropriate, alert activities and/or storage depots within the Action Point component of suspect materiel. Notify appropriate Materiel Screening Points to alert their activities/storage depots. Request suspension/screening of depot stocks, as appropriate.

(4) When appropriate, provide other Screening Points of known military users with results of the investigation and the corrective action.

f. Provide interim replies to the Screening Point 30 days after receipt of the PQDR and, thereafter upon the next due date, until a final response is provided. As a minimum, the interim replies should include the status of the investigation and an anticipated completion or due date of the next update.

g. Prior to PQDR closeout action, evaluate and identify the basic cause of the problem and the responsible party, e.g., contractor error or Government error (design, maintenance, or procurement errors) .

h. ~~Determine~~ and take corrective and preventive action on the cause of the deficiency, for both contractor and Government attributable product deficiencies, based on evaluation of the investigation results.

(1) When the PQDR is considered to be the contractor's responsibility, and the item **was** source inspected, request the Deficiency Program Manager at the Contract Administration Office to investigate the deficiency in conjunction with the contractor and provide a corrective and preventive action response. If the PQDR is considered to be the contractor's responsibility and the item was not source inspected, request the contracting office responsible for the contract to have the contractor investigate the deficiency and provide a corrective and preventive action response. If the investigation confirms that the PQDR was the contractor's responsibility, pursue cost-free repair, replacement, or reimbursement for the defective materiel.

(2) When the PQDR is considered to be a technical data error, request the appropriate engineering element to provide a corrective and preventive action response to include a product improvement action. Implementation of the product improvement action is not necessary prior to closing the PQDR but replies should assure that procedures are established to prevent subsequent procurements from including the same technical data error.

(3) When the PQDR is considered to be a procurement deficiency, request the contracting officer review related contracting procedures and all active and proposed contracts for that item for like deficiencies and appropriate corrective and preventive action.

(4) When the PQDR is considered to be a maintenance error, request/recommend the responsible maintenance function take appropriate corrective and preventive action.

i. Selectively notify other users of products reported to be defective and, when necessary, provide for the disposition of nonconforming materiel in stock and in use throughout the DoD/GSA system. This includes notification of Private Industry and non-DoD/GSA Governmental Activities, which shall be notified using the ALERT portion of the Government-Industry Data Exchange Program (GIDEP) .

j. Issue alerts as appropriate. Alert activities and/or storage depots within the action point component of suspect materiel if necessary. Notify appropriate Materiel Screening Points to alert their activities/storage depots. Request suspension/screening of depot stocks, as appropriate.

k. Prepare and forward, to the Military Service Screening Point which submitted the report, a final reply which includes:

(1) Results of Support Point investigation, when applicable.
(Inclusion of DLA Form 1227 is recommended for PQDRs investigated by DCMC.)

(2) Cause of reported deficiency, or reasons why the cause could not be determined.

(3) Responsibility for the deficiency (e.g., contractor error, maintenance error, procurement error, design, or Technical Data Package error) as determined by the action point, or reasons why the responsibility could not be determined.

(4) Extent and findings of the investigation.

(5) Actions taken to correct the existing deficiency including disposition of all defective materiel and actions taken to prevent recurrence of the deficiency.

(6) Need for alert notifications or field bulletins, if applicable.

(7) The severity classification (minor/major/critical) of the reported deficiency.

(8) Comment regarding recommendation for credit. Credit adjustments for defective materiel shall be in accordance with DoD 4000.25-7-M, Military Standard Billing System (MILSBILLS) procedures or Service/Agency implementing regulations . If the deficiency is validated, and the items are unserviceable, credit shall be authorized.

1. When appropriate, provide other Action/Screening Points of known military users with results of the investigation and the corrective and preventive action. Determine whether investigation results warrant notification under the GIDEP. Forward determination to the appropriate GIDEP -activity ~~for action~~.

5. Support Point Investigation and Resolution of Product Quality Deficiencies . Each Component shall assist Action Points to investigate deficiencies upon request. Support Points will:

a. Acknowledge receipt of investigation request to Action Point, along with date reply is due, within 1 day for a Category I PQDR and 10 days for a Category II PQDR. This can be accomplished concurrently with a request for exhibit.

b. Request exhibit within 7 days after receipt of a PQDR when needed for the investigation. Unless otherwise provided, transportation costs for shipping an exhibit to the investigation point (e.g., contractor or other support point) will normally be the responsibility of the Government. Transportation costs for return of the exhibit will normally be requested of the contractor or other Support Point when the exhibit is requested to perform an investigation.

c. Conduct an independent investigation (scope and depth as determined from the total facts available in each case) to determine the cause(s) of the reported deficiency and the corrective and preventive action necessary. Investigations and replies are required on reports citing either open or closed contracts .

d. Request contractor(s) to conduct an investigation to determine the cause(s) of the reported deficiency and the corrective action necessary.

e. Evaluate the contractor(s) investigation report and proposed corrective action.

f. On warranted materiel PQDRs, verify the contractor's evaluation of warranted product, particularly where liability is not acknowledged. When an action PQDR is submitted, assure proper conditions for submission of the PQDR by the Action Point are met. If acceptable, process PQDR in accordance with Service or Agency regulations. In case of conflict, contractually prescribed warranty provisions take precedence over the requirements of the directive and

warranty provisions take precedence over the requirements of the directive and this instruction.

g. Prepare and forward a final/interim reply to the appropriate action point for Category I PQDRs within 20 days if no exhibit is necessary, or within 20 days after receipt of an exhibit. Prepare and forward a final/interim reply to the appropriate action point for Category II PQDRs within 30 days if no exhibit is necessary, or within 30 days after receipt of an exhibit. Defense Contract Management Command (DCMC) should use the DoD Deficiency Reporting System (DRS) (when it becomes available) or DLA Form 1227, product Quality Deficiency Investigation Report (form, message, electronic facsimile or E-Mail format) for transmitting PQDR investigation results from manufacturing, maintenance, or overhaul facilities. Forward, as attachments to the DLA Form 1227, copies of any contractor generated letters, forms, test reports, or inspection records that document the PQDR investigation. Use of the DLA Form 1227 is not mandatory by GSA. The final reply to the Action Point shall include:

- (1) Cause of the reported deficiency including a determination as to responsibility for the deficiency.
- (2) Corrective and preventive action by the responsible activity.
- (3) Corrective and preventive action by the investigating Government office.
- (4) Evaluation of current assets including current production or stock. Statement of position as to repair/replacement of defective materiel.
- (5) Results of investigations conducted at manufacturing, maintenance/overhaul facilities.
- (6) Recommended PQDR Summary Code.

h. For effective utilization of PQDR history, a PQDR Summary Code may, at the discretion of each Service/agency, be established for every PQDR case upon closure of that case. The code will be used for a quick reference for the following general categories: (1) defect responsibility, (2) severity of the defect, (3) broad classification of the cause, (4) detailed cause of the defect, (5) corrective action taken as a result of the defect, and (6) disposition of the defective materiel. The code will be initiated by the investigation activity, recorded in the "remarks" section of the applicable report (e.g., section 17 of DLA Form 1227, line 17 of the message format) and finalized by the appropriate service Action Point. It will be stored in the appropriate PQDR data base and be accessible both within and outside the Action Point.

i. DCMC shall use the following formats and forms for sending investigation reports to the Action Points. Instructions for DLA Form 1227 form, message, and e-mail responses are provided at Figure 6.

- (1) DLA Form 1227, Product Quality Deficiency Investigation Report 368, Product Quality Deficiency Report (sample at Figure 7) .
- (2) PQDR investigation report message format (sample at Figure 8) .
- (3) PQDR investigation Electronic Mail Format (sample at Figure 9) .
- (4) The DoD DRS Support Investigation Results (when DoD DRS is available) .

j. As an exception, and only when agreed upon by the two Component headquarters involved, investigation results and replies may be forwarded by the Support or Action Point directly to the report Originator. Copies of the correspondence will be provided to appropriate Action and Screening Points for data collection and analysis. Investigation results and replies on Marine Corp's PQDRs will be forwarded to the USMC PQDR Screening Point and not to the report Originator by the Support Point and Action Point.

k. Provide feedback to components, identifying DoDAAC and RCNS, when exhibits needed for investigations are requested and not received.

l. Support points performing investigations shall provide management information feedback data to components identifying action point DoDAACs and RCNS related to PQDRs for which exhibits have been requested and not received.

Product Quality Deficiency Investigation Report (DLA 1227) Instructions

The information to be entered in each space is dependent upon the type and cause of the deficiency and the information requested may not be appropriate in all cases. The information requested is typical when the cause of the deficiency is due to nonconformance with contract requirements. When necessary, use additional sheets and identify with related block number.

- Block 1 - Enter the report control number assigned by the activity conducting the investigation. Use the 6 digit DoDAAC of the Support point, the 2 digits of the calander year and the 4 digit sequence number.
- Block 2 - Insert the appropriate office name and address, and the office symbol of the individual approving the report.
- Block 3 - Insert the name and address of the activity that forwarded the report.
- Block 4 - Obtain from Block 3 of the deficiency report (SF 368).
- Block 5-8- Obtain from the deficiency report.
- Block 9 - Enter the activity that discovered and reported the problem. Obtain from the deficiency report.
- Block 10 - Enter the holder of the contract under which the materiel was supplied.
- Block 11 - Identify correspondence and communications being answered or pertinent to the report. Enter the Screening Point's assigned tracking number. Provide a brief description of the deficiency as stated in the deficiency report.
- Block 12 - Explain what caused the deficiency oriented to the manufacturing operation or process (e.g., worn die, missed o-p'eration, or contaminated cleaning solution) . Explain why the deficiency was not detected by contractor's quality control/inspection system or individual performance (e.g., inadequate procedures, noncompliance with procedures, improper use of gage or test equipment, or inspection equipment out of tolerance) . Explain why the Government Quality Assurance Program did not detect the deficiency.
- Block 13 - If the deficiency is the contractor's responsibility, determine if is a random occurrence, or indicative of inadequate procedures, equipment, personnel, etc. When it is indicative of a system breakdown, state what positive corrective action has been/is being taken by the contractor to correct the cause and to assure detection of the deficiency in the future. When it appears to be a random occurrence, cite in this block the rationale for this determination, addressing the adequacy of contractor's system. Also, indicate by item serial number, lot or batch number, or date when the corrective action was effected.
- Block 14 - Verify the actions taken by the contractor. State what verification actions were taken to determine adequacy. If actions taken are not adequate, cite reasons why and corrective action sought . Indicate changes or adjustments made to the Government Quality Assurance Program, or special actions taken or to be taken, to assure performance remains adequate and same deficiency does not exist in future deliveries. If corrective action is not necessary, explain how this independent conclusion was reached. Do not paraphrase the contractor's reply. If the contractor refuses to investigate, state the results of the independent QAR investigation.
- Block 15 - Determine by verification inspection if the same deficiency exists in current production, in current production of similar items, or in the materiel in stock, and provide the results. If the item is not being produced, so state.

- Block 16 - Indicate the condition of the exhibit. Any commitment by the contractor to repair or replace defective materiel at no cost to the Government (if not under warranty) should be included in his/her written response to the request for investigation. Also, include the date on which the repair or replacement will be completed, or indicate the number of days required for repair or replacement from the date of receipt of the materiel.
- Block 17 - Provide any contractor or Government comments or recommendations which might be of assistance to the action point or complaining activity, including destination and shipping dates of other shipments suspected to contain the same deficiency, and suggested disposition instructions, including need for alert notification when applicable. Identify actual or suspected technical data or design deficiencies. Also use any Service or agency deficiency report form or method utilized to document design, development, purchasing, production, supply, maintenance, or contract deficiencies. If known or suspected fraudulent materiel is involved, it should be reported in accordance with applicable Service regulations. As applicable, provide comments regarding credit or no credit for materiel and that credit authorization be processed per DoD 4000.25-7-M, Military Standard Billing System.

Establish a summary code. The code will be an eight character code divided into six segments. The characters, code words, and definitions will be as follows:

SEGMENT 1 - 1st Position - DEFICIENCY RESPONSIBILITY CODE: These codes are used primarily to determine who (contractor or Government) was responsible/liable for the reported or any other deficiency found during the investigation. They are used in evaluating the contractors/Government's quality performance. The responsibility for a deficiency can usually be determined by identifying the root cause of the reported deficiency.

- A = PRIVATE CONTRACTOR - The defect occurred at a contractor operated facility and was determined to be a contractor's error.
- B = PROCUREMENT AGENCY - The defect was as the result of a faulty Procurement package.
- C = GOVERNMENT CONTRACTOR (MFR) - The defect was determined to be a manufacturing error and occurred at a Government operated manufacturing facility.
- D = DESIGN AGENCY - The defect was due to a faulty TDP.
- E = GOVERNMENT OVERHAUL FACILITY - The defect occurred at a Government operated overhaul facility - not including field maintenance.
- F = USING ACTIVITY - The defect occurred as a result of user error.
- G = GOVERNMENT SUPPLY ACTIVITY - The defect occurred at a supply facility.
- H = UNKNOWN - Cause of the defect could not be determined.
- I = INVALID REPORT - The PQDR did not meet any of the above categories or other requirements of DLAD 4155.24 and was considered invalid.

SEGMENT 2 - 2nd Position - SEVERITY OF DEFECT: These codes identify the severity of the defect in accordance with the definitions for critical, major and minor defects.

- 1 = Critical
- 2 = Major
- 3 = Minor
- 4 = Severity unknown
- 5 = No defect found

SEGMENT 3 - 3rd Position - BROAD CAUSE OF DEFECT CAUSE CODE: These codes are

used to define/identify more clearly the root cause of the problem. As an example: A report stated that fluid was leaking from a landing gear because the seal was distorted. upon further investigation, it was determined that the fluid itself was contaminated during its manufacture causing the distortion to the seal. The root cause was defective fluid.

C = CONTRACT ERROR - The actual contract was in error; i-e., wrong part number called out, wrong specification cited, etc.
D = TDP/DESIGN ERROR - Contractor met requirements but TDP was inadequate and resulted in defective materiel.
M = MAINTENANCE ERROR - Defect occurred during the repair of the item.
N = CONTRACTOR NONCOMPLIANCE - Contractor failed to meet one or more contractual requirements resulting in defective materiel.
P = PART APPLICATION - Part complies, but is not usable in the application.
S = SHELF-LIFE PROBLEM - The item's shelf-life was expired.
U = MISUSE OF ITEM - User caused the defect through misuse/misapplication.
X = UNDETERMINED CAUSE - Investigation did not reveal the root cause.
Z = NOT APPLICABLE

SEGMENT 4 - 4th, 5th, and 6th Position - DETAILED CAUSE CODE:

1AA = INCORRECT MATERIEL
1AB = POOR WORKMANSHIP
1AC = WELDING
1AD = PROTECTIVE COATING
1AE = IMPROPER MARKING
1AF = IMPROPER INSTALLATION
1AG = DIMENSIONAL NONCONFORMANCE
- 1AH = ~~MANUFACTURING~~ PROCESS
1AI = INADEQUATE SOLDERING
1AJ = IMPROPER LUBRICATION
1AK = DOCUMENTATION MISSING (I.E., SOFTWARE)

1AL = MISSING HARDWARE
1AM = DAMAGED (HANDLING)
1AN = COMPONENT FAILURE
1AP = BRAZING
1AQ = BONDING
1AR = PITTING
1AS = HEAT TREAT
1AT = PLATING
1AU = CHEMICAL FILM
1AV = IMPREGNATION
1AW = KITTING
1AX = MACHINING (CUTTING, GRINDING, ETC.)
1AY = CLEANING
1AZ = CLEAN ROOM

2AA = INCORRECT TDP
2AB = INCOMPLETE TDP
2AC = OUTDATED TDP
2AD = INADEQUATE TEST PROCEDURES
2AE = INCORRECT MECHANICAL DESIGN
2AF = INCORRECT ELECTRICAL DESIGN
2AG = INADEQUATE CONFIGURATION CONTROL
2AH = WORK INSTRUCTIONS
3AA = INADEQUATE QA REQUIREMENTS
3AB = WRONG ITEM
3AC = PROCURED TO WRONG DRAWING REVISION
3AD = IMPROPER MAINTENANCE PROCEDURE
3AE = INCOMPLETE OVERHAUL
3AF = IMPROPER TORQUE
3AG = MRB

FIGURE 6 (continued)

3AH = COMPUTER (SOFTWARE) QUALITY ASSURANCE
 3AI = AUTOMATIC TEST EQUIPMENT
 3AJ = CALIBRATION
 3AK = ELECTRONIC TESTING
 3AL = MECHANICAL TESTING
 3AM = NDT
 3AN = FINAL INSPECTION
 3AP = CHEMICAL ANALYSIS
 4AA = EXPIRED SHELF-LIFE
 4AB = INAPPROPRIATE SHELF-LIFE
 4AC = IMPROPERLY EXTENDED SHELF-LIFE
 4AD = TECHNICAL MANUAL ERROR
 4AE = IMPROPER FIELD FIX
 4AF = NORMAL WEAR AND TEAR
 4AG = ESD
 5AA = PURCHASING
 5AB = VENDOR CERTIFICATION
 5AC = RECEIVING INSPECTION
 5AD = CORRECTIVE ACTION
 5AE = SEGREGATION OF NONCONFORMING MATERIEL
 5AF = GFM/GFE/GFP
 9ZZ = NOT APPLICABLE

SEGMENT 5 - 7th Position - PREVENTIVE ACTION TAKEN CODE: These codes identify the primary action taken by the responsible party (contractor, item manager, depot, etc.) to correct the root cause of the reported, or discernible discrepancy/deficiency, and to prevent recurrence.

A = PROCESS CHANGED (INCLUDES CHANGES TO PROCESS INSTRUCTIONS)
 C = INITIATE CLASS 1 ECP
 D = INITIATE CLASS 2 ECP
 E = REVISE TEST PROCEDURES
 F = REVISE SPECIFICATION/DRAWING/TECHNICAL ORDERS, PUBLICATIONS, MANUALS
 G = ISSUED TECHNICAL/SAFETY BULLETINS
 H = IMPROVE PACKAGING
 I = CHANGE CONTRACTUAL REQUIREMENTS FOR FUTURE BUYS
 P = POLICY CHANGE
 Z = NOT APPLICABLE

SEGMENT 6 - 8th Position - MATERIEL DISPOSITION CODE: These codes describe the disposition of the deficient materiel. The disposition codes will be used to start the process of exhibit management.

1 = TO BE REPAIRED BY CONTRACTOR (AT NO COST TO GOVT)
 2 = REPAIRED BY USING ACTIVITY - NOT CONTRACTOR REPRESENTATIVE
 3 = TO BE REPAIRED BY GOVT - DEPOT/OVERHAUL FACILITY
 4 = SCRAP
 5 = USE-AS-IS
 6 = EXHIBIT DESTROYED/NOT AVAILABLE
 7 = TO BE REPAIRED BY CONTRACTOR (AT GOVERNMENT EXPENSE)
 8 = EXHIBIT REQUESTED BUT NEVER RECEIVED
 9 = UNDETERMINED
 O = NONE OF THE ABOVE
 Z = NOT APPLICABLE

Block 18 - Self-explanatory.
 Block 19 - Self-explanatory.
 Block 19a - Enter the date of signature of the approving authority.
 Block 20 - Enter the name, title and phone number(s) of the investigator.
 Block 21 - Enter the name and title of the individual reviewing the reply to assure it is complete and responsive to the deficiency report,
 Block 22 - Enter the name and title of the person responsible for approving the report.

NOTE : The word contractor means the activity responsible for performing the original work.

PRODUCT QUALITY DEFICIENCY INVESTIGATION REPORT		1. INVESTIGATOR'S CONTROL NUMBER
2. FROM:		4. ORIGINATOR'S CONTROL NUMBER
		5. CONTRACT NUMBER
3. TO: (Type full address within brackets below) <div style="border-left: 1px solid black; border-right: 1px solid black; border-bottom: 1px solid black; height: 80px; margin: 10px 0;"></div>		6. NSN
		7. MANUFACTURER'S PART NUMBER
3. NOMENCLATURE		
1. NAME AND ADDRESS OF COMPLAINT INITIATOR		10. NAME AND ADDRESS OF CONTRACTOR
1. REFERENCES AND DESCRIPTION OF DEFICIENCY		
2. CAUSE OF DEFICIENCY		
3. CORRECTIVE ACTION (BY CONTRACTOR)		

(FORM CONTINUES ON REVERSE SIDE)

14. CORRECTIVE ACTION <i>(By Government)</i>		
15. EVALUATION OF CURRENT PRODUCTION		
16. CONTRACTOR'S POSITION WITH RESPECT TO REPAIR OR REPLACEMENT		
17. REMARKS AND/OR RECOMMENDATIONS		
18. ENCLOSURES TO THIS REPORT AND DISTRIBUTION OF COPIES		
19. TYPE OF REPLY <input type="checkbox"/> INTERIM <input type="checkbox"/> FINAL	19A. REPLY DATE	20. PREPARED BY
21. RECEIVED BY	22. APPROVED BY	

SAMPLE PRODUCT QUALITY DEFICIENCY INVESTIGATION REPORT (MESSAGE FORMAT)

PRIORITY OR ROUTINE

1. FM: DCMC SAN DIEGO//DCMDW-GS

2. IO: OO-ALC HILL AFB UT//QI//

INFO:

CLASSIFICATION:

SUBJECT: PRODUCT QUALITY DEFICIENCY INVESTIGATION REPORT

3. INVESTIGATOR'S CONTROL NUMBER: (12 digit control number assigned by investigating activity)

4. ORIGINATOR'S CONTROL NUMBER (RCN) : N53121920001

5. CONTRACT NUMBER: F4160888C0082

6. NATIONAL STOCK NUMBER: 1650002954672

7. MANUFACTURER'S PART NUMBER: P/N IMP 693

8. NOMENCLATURE: IMPELLER, PUMP, HYDRAULIC CONTROL

9. NAME/ADDRESS COMPLAINT INITIATOR: NAVAIRSYSCOM QADSEC WASHINGTON, DC

-10. CONTRACTOR: XYZ INC., 5000 SWAMP ST, SMITHVILLE, CA

11. REFERENCES: (See DLA Form 1227 Instructions)

12. CAUSE OF DEFICIENCY: (See DLA Form 1227 Instruction)

13. CORRECTIVE ACTION BY CONTRACTOR: (See DLA Form 1227 Instruction)

14. CORRECTIVE ACTION BY GOVERNMENT: (See DLA Form 1227 Instruction)

15. EVALUATION OF CURRENT PRODUCTION: (See DLA Form 1227 Instruction)

16. REPAIR OR REPLACEMENT: (See DLA Form 1227 Instruction)

17. REMARKS/RECOMMENDATIONS : (See DLA Form 1227 Instruction)

18. TYPE OF REPLY: INTERIM OR FINAL

See Joint Telecommunication Directives (AR 105-32, USN PLAD 1, AFR 10-4, USMCEB Pub 6, ACP 117) for message format.

19. REPLY DATE: 30 OCT 19

20. REPLY PREPARED/APPROVED BY:

SAMPLE PRODUCT QUALITY DEFICIENCY INVESTIGATION REPORT (E-MAIL FORMAT)

E-Mail Address (84 AN)	1. Investigator's Control # (15 AN)	
	4. Report Control Number (RCN) (Originator's Control #) (15 AN)	
2. From: (150 AN)		
3. TO (150 AN)	5. Contract No. (20 AN)	
	6. NSN (18 AN)	
	7. Manufacturer's Part No. (20 AN)	
	8. Nomenclature (60 AN)	
9. Name/Address of Complaint Initiator (105 AN)	10. Name/Address of Contractor (105 AN)	
11. References and Description of Deficiency (420 AN)	Contractor CAGE Code (6 AN)	
12. Cause of Deficiency (700 AN)		
13. Corrective Action (by Contractor) (840 AN)		
14. Corrective Action (by Government) (120 AN)		
15. Evaluation of Current Production (140 AN)		
16. Contractor Position with Respect to Repair or Replacement (210 AN)		
17. Remarks and/or Recommendations (840 AN)		
18. Enclosure to this Report and Distribution of Copies (140 AN)		
19. Type of Reply (I) Interim/(F) Final (1 A)	19a. Reply Date (9 AN)	20. Prepared by (70 A)
21. Reviewed by (70 A)		22. Approved by (70 A)

FIGURE 9

PROCESSING OF PRODUCT QUALITY DEFICIENCY REPORTS

ORIGINATOR	SCREENING POINT	ACTION POINT	ACTION POINT (continued)	SUPPORT POINT
<ol style="list-style-type: none"> Discover defects. Forward PQDR/info originating point: <ol style="list-style-type: none"> Cat I - 1 day, Cat II - 3 days. Identify PQDR materiel with DD Forms 2332. and 1575. Secure, segregate and suspend PQDR materiel. <p>ORIGINATING POINT</p> <ol style="list-style-type: none"> Submit PQDR to Screening point: <ol style="list-style-type: none"> Cat I - 1 day, Cat II - 3 days. Certify validity, completeness, and accuracy of report. Assign RCN. Finalize report. Return invalid reports. Forward report to screening point. Provide copy of report to Installation Supply Support Activity for stock ID. Receive screening point replies and provide same to originator. 	<ol style="list-style-type: none"> Acknowledge receipt of PQDR: <ol style="list-style-type: none"> Cat I - 1 day, Cat II - 10 days. Screen PQDR for validity, accuracy and completeness (see Figure 4). Return invalid reports. Determine if warranty applies - take appropriate action. Forward PQDR to action point. Receive replies from action point, evaluate for completeness and provide closing responses to the originating point, or, if results are inadequate, resolve differences with the action point prior to closing action: <ol style="list-style-type: none"> Cat I - 3 days. Cat II - 10 days. 	<ol style="list-style-type: none"> Acknowledge receipt: <ol style="list-style-type: none"> Cat I - 1 day, Cat II - 10 days. Determine if warranty applies - take appropriate action. Determine if credit applies - take appropriate action. Alert field/storage of suspect materiel Suspend/screen stock: <ol style="list-style-type: none"> Cat I - 1 day, Cat II - 20 days. Determine cause (Contractor/Government and responsible support point. When action point conducts independent investigation, provide interim, or final reply: <ol style="list-style-type: none"> Cat I - 20 days w/o exhibit or 20 days after receipt of requested exhibit, Cat II - 30 days. 	<ol style="list-style-type: none"> Forward PQDR to support point: <ol style="list-style-type: none"> Cat I - 1 day, Cat II - 10 days. Forward replies from support point: <ol style="list-style-type: none"> Cat I - 3 days, Cat II - 10 days. 	<ol style="list-style-type: none"> Acknowledge receipt: <ol style="list-style-type: none"> Cat I - 1 day, Cat II - 10 days. Conduct investigation, Provide final/interim responses within: <ol style="list-style-type: none"> Cat I, 20 days w/o exhibit or 20 days after receipt of request exhibit, Cat II, 30 days w/o exhibit or 30 days after receipt of request exhibit.. Prepare DLA Form 1227 and forward same to action point..

FIGURE 10

PROCESSING TIMES (DAYS)
FOR SF 368, PQDR EXHIBIT REQUEST (ER), AND DLA FORM 1227, INVESTIGATION REPORT
CATEGORIES I AND II PODRS W/O EXHIBIT

STEP	1	2	3	4	5	6	7	8	TOTAL DAYS (MAXIMUM)
POINT	ORIG	ORIG PT	SCREEN	ACT	SUP !	ACT	SCREEN	ORIG/ORIG PT	
PROCESS	INFO or SF 368	SF 368 PQDR	SF368 PQDR	SF 368 PQDR	DLA 1227	DLA 1227	DLA 1227	DLA 1227	
TIME CAT I	1		1	1	20	3	3	0	30
TIME CAT II	3	3	10	10	30	10	3	0	69

CATEGORY I AND II PODRS WITH EXHIBIT

STEP		2	3	4	5	6	7	8	9	10	11	TOTAL DAYS (MAXIMUM)
POINT	ORIG & ORIG PT	SCREEN	ACT	SUP	ACT	SCREEN	ORIG	SUP	ACT	SCREEN	ORIG	
PROCESS	SF 368 PQDR	SF 368 PQDR	SF 368 PQDR	ER	ER	ER	ER	DLA 1227	DLA 1227	DLA 1227	DLA 1227	
TIME CAT I	1 + 1		1	7	5	3	3	*20	5	3	0	50
TIME CAT II	3 + 3 3	10	10	7	10	3	6	*30	10	10	0	102

NOTE: Days to process do not include any message, mail or shipping items.
* Represents days after receipt of exhibit.

FIGURE 11

m. Receive disposition instructions for exhibits from the Action Point. In the event disposition instructions are not received by the Support Point by 30 days following a final investigation reply, a follow up may be conducted. If disposition instructions are not received within 30 days after the follow up, the Support Point will prepare or request the contractor to prepare a DD Form 1149, Requisition and Invoice/Shipping Document, identifying the transportation control number (TCN) related to the original shipment and return the exhibit to the place from which it was received and notify the action point of the shipment. In the event the exhibit is obviously scrap materiel or the contractor fails to return the exhibit, the plant clearance officer will be requested to effect disposition and disposal under FAR 45.6.

6. Screening of defective materiel. Each Military Service shall establish Materiel Screening Points to remove deficient materiel within their Service. (Note: Screening Points and Action Points may be designated to perform the responsibilities of Materiel Screening Points.) These Service Materiel Screening Points will:

- a. Receive notification from Action Points about suspect materiel.
- b. Assist Action Points in determining quantity and location of defective materiel within their Component.
- c. Consider sending Alerts (within their Service) on safety/critical items to freeze stock/provide instructions for other defective materiel.
- d. Consider screening/inspecting stock (within their Service) to determine quantity of defective materiel to be reported to the Action Point.
- e. Monitor screening and Alert actions to assure that all actions are completed as requested.
- f. Maintain documentation of screening and Alert actions and provide same to requesting activities.
- g. Determine the disposition action for all quantities determined to be defective.

7. Processing Deficiency Reports on GSA Items. Reporting of deficiencies will be to the GSA National Customer Service Center office as shown in paragraph E 2 h (8) except for items that are inspected at destination by the user or covered by a manufacturer's warranty. For these two exceptions, user activities should first attempt to contact the supplier to resolve their deficiencies directly. If unsuccessful in resolving the deficiency, they must submit a deficiency report to the appropriate contracting officer. If the contracting officer is unknown, send the deficiency report to the GSA National Customer Service Center. See address in paragraph E 2 h (8) .

F. RESPONSIBILITIES

1. HQ DLA will act as the DoD focal point on matters pertaining to this instruction. Recommended changes to this instruction will be forwarded to the Defense Logistics Support Command, Executive Director of Logistics Management (DLSC-LEQ) .

2. The Components will:

- a. Establish and identify Screening Points, Action Points, Support Points, and Materiel Screening Points, with capability to perform their assigned actions in accordance with this instruction.
- b. Provide guidance and technical assistance to their field activities on matters pertinent to this regulation. Guidance shall complement, but not conflict, with this instruction.
- c. Establish surveys and training programs to assure compliance with this

regulation and Service implementing guidance.

d. Accomplish the procedures in this instruction in accordance with the time frames in Figures 10 and 11.

G. EFFECTIVE DATE AND IMPLEMENTATION. This publication is effective immediately.

H. INFORMATION REQUIREMENTS. The reporting requirement prescribed herein for individual SF 368 product quality deficiency data is exempt from the assignment of a Report Control Symbol under DoD Directive 7750.5, Management and Control of Information Requirements.

BY ORDER OF THE DIRECTOR

RAUL A. MARTINEZ
Administrator

COORDINATION : CAHS, Army (SARD/DALO-SMM), AMC (AMCRDA-AI), Navy (ASN RDA(ABM)AP), Air Force (LGMM), Marine Corps (COMMARCORLOGBASES G316-1), GSA (FSS/FQA)

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 46Y (MCTSSA)
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 C25A (OPNAV Support Activity Detachment) (Ft. Ritchie, only)
 C84 (COMNAVSEASYS COM Shore Based Detachments)
 DID (OFFCPM)
 D2A (NAVCOSTCEN)
 D30 (NAVINFOSYSMTGCEN) (2)
 E3A (NRL)
 E3C (OFFSPECTECH) (Ft Washington MD)
 E7A (NAVAUDSVCHQ)
 FA1 0 (SUBBASE) (Kings Bay, only)
 FD1 (COMNAVMETOCCOM)
 FE1 (COMNAVSECGRU)
 FF5 (COMNAVSAFECEEN)
 FF42 (NAVPGSCOL)
 FG 1 (COMNAVCOMTELCOM)
 FH (BUMED Shore Activities under the Command of CHBUMED as delegated by the CNO)
 FH 1 (BUMED)
 FJA10 (NAVMAC)
 FKA1A (COMNAVAI RSYSCOM (AIR-1.1B)) (2)
 FKA1B (COMSPAWARSYSCOM (SPAWAR-07)) (2)
 FKA1C (COMNAVFACENGCOM) (2)
 FKA1F (COMNAV SUPSYSCOM (SUP-50, SUP-03, SUP-04))
 FKA1G (COMNAVSEASYS COM) (2)
 FKA8F (DIRSSP) **(2)**
 FKA8F1 (NAVORDTESTU)
 FKA8F2 (NAVPMOSSP) (2)
 FKA8F4 (SWFPAC)
 FKA8F6 (MCSFCO)
 FKM (Shore Activities under the Command of COMNAV SUPSYSCOM as delegated by the CNO (less FKM12, FKM14, FKM27))
 FKM12 (NAVPEOFF (SUP-40))
 FKM14 (NAVICP (05))
 FKM27 (DPS)
 FKP (Shore Activities under the Command of COMNAVSEASYS COM as delegated by the CNO (less FKP1, FKP4, FKP7, FKP8, FKP16, FKP18))
 FKP1 (Weapons Activities)
 FKP1E (COMNAVUSLEAWARCEN) (Newport, only))
 FKP4 (COMNAVSURFWARCEN) (Washington DC) (less FKP4A, FKP4E))
 FKP4A (NAVSURFWARCEN COASTSYSTA (NCSC-7112))
 FKP4E (NAVSURFWARCENDIV (Dahlgren, only) (NSWC-D1))
 FKP7 (NAVSHIPYD)
 FKP8 (SUPSHIP)
 FKP16 (NAVSSSES)
 FKP18 (NAVSEAADSA)
 FKQ3A (NISEEAST CHARLESTON SC)
 FKQ6C (NCCOSC RDT&E ACT PAC PEARL HARBOR HI)
 FKQ8 (NAVMASSO (NMSSO-00))
 FKR (Shore Activities under the Command of COMNAVAIRSYSCOM as delegated by the CNO (less FKR6A, FKR6B))
 FKR6A (NAVAIRWARCENACDIV (Patuxent River))
 FKR6B (NAVAIRWARCENWPNDIV (China Lake) (NWC-2152))
 FO 1 (COMNAVLEGSVCCOM)
 FS1 (ONI)
 FT 1 (CNET)
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